



From: Department of Infrastructure, Transport, Regional Development, Communications and the Arts <infrastructure.noreply@govcms.gov.au> on behalf of infrastructure.noreply@govcms.gov.au
Sent: Monday, 6 January 2025 1:34 PM
To: Aviation Customer Rights
Subject: submission to: Aviation Customer Rights Charter [SEC=OFFICIAL]

Submitted on 6 January 2025

Submitted by: Anonymous

Submitted values are:

Step 1: Your submission

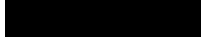
Remain Anonymous

Yes

Private Submission

No

Published name



Short comment

As a travel professional with over 30 years of experience, I welcome the Federal Government's initiative to strengthen passenger rights through the Aviation Customer Rights Charter. While the proposed measures are a step in the right direction, I believe the charter does not go far enough to hold airlines accountable for their actions, nor does it adequately protect travel agents who play a vital role in the aviation industry.

Strengthen Accountability for Airlines

The current draft proposes meaningful changes, but more robust enforcement is necessary to ensure compliance. Airlines must face stricter penalties for delays, cancellations, and poor communication. Passengers and their agents deserve timely remedies, and enforcement should be tied to measurable outcomes such as automatic compensation for affected customers.

Additional Suggestions for Airline Accountability:

Compensation for all impacted parties, including travel agents who suffer loss of income when flights are cancelled or refunded.

Mandatory financial penalties for systemic delays or cancellations caused by controllable factors.

Proactive transparency regarding operational disruptions, ensuring passengers are informed before the last minute.

Protect Travel Agent Commissions

Travel agents are often overlooked in policy discussions despite being integral to the aviation industry. When airlines are required to issue full refunds, agents lose their hard-earned commissions—compensation for time, expertise, and service provided to passengers.

Agents should not bear the financial burden of airline failures. The charter should mandate the protection of commissions for travel agents in cases where refunds are issued. Airlines could absorb this cost as part of their obligations under the charter, ensuring agents are not penalised for circumstances beyond their control.

Specific Recommendations:

Commission Preservation: Require airlines to reimburse agents for lost commissions when refunds are provided.

Booking Fee Recovery: Allow agents to recoup booking fees or a percentage of the fare for administrative work incurred on behalf of passengers.

Conclusion

While the draft charter proposes welcome reforms, it does not adequately address the shared responsibility between airlines and travel agents. Stronger enforcement mechanisms and commission protections for agents must be included to ensure fairness across the board. Airlines must be held accountable, not only to their passengers but also to the travel professionals who contribute significantly to their success.

Thank you for considering these views. I urge the Federal Government to revise the draft charter to include stronger accountability measures and explicit protections for travel agents' commissions.

Step 2: Contact details

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Consultation name

Aviation Customer Rights Charter